

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Maximum Machine

#### Utah Manufacturing Extension Partnership

#### Maximum Machine Proves Their Quality Through ISO Certification

##### Client Profile:

Maximum Machine is a leader in developing, manufacturing, and producing precision machined and injection molded parts. Founded in 1991, they have the capability to turn new ideas into a prototype by designing and manufacturing molds. Then in a short timeframe, they can produce the finished parts with everything accomplished under one roof. Maximum Machine currently employs 17 people at its facility in West Jordan, Utah.

##### Situation:

Maximum Machine has always produced a quality product but lacked ISO certification. Their efforts to become certified were to make them more competitive with others in the industry. They realized that ISO certification would standardize their Quality Management System, help reduce costs, increase quality, and customer satisfaction. In addition, they had a limited budget for assistance with ISO training, implementation, and registration process. The company contacted the Utah Manufacturing Extension Partnership (MEP Utah), a NIST MEP network affiliate, for help.

##### Solution:

MEP Utah's ISO Project Engineer, Mike Talbot, met with Maximum Machine management to discuss their needs and expectations. The goal was to implement a QA (Quality Assurance) system that would meet their basic requirements of becoming ISO certified and registered. Their financial situation was also a concern for making this important step to ensure their survival and growth. Talbot informed Maximum Machine about the Custom Fit Training Program that helps pay for ISO training, thus making the project within their financial reach. Mike connected Maximum Machine with this program and assisted Maximum in registering for funding. The training portion of the project was subsidized by Custom Fit Training State funds. With support and assistance from MEP Utah, Maximum Machine now has a Quality Management System in place that is in total compliance with the latest ISO 9001:2000 Standard. They have expanded their prospective client list to those companies requiring ISO Certification and have improved all aspects of their current operation.

##### Results:

- \* Achieved ISO 9001:2000 ISO Certification.
- \* Increased sales by 10 percent.
- \* Realized cost savings of 50 percent due to subsidy.
- \* Increased output by 10 percent without additional man hours.
- \* Reduced inventory by 30 percent.
- \* Achieved a more competitive and profitable position.

##### Testimonial:

[www.mep.nist.gov](http://www.mep.nist.gov)



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"Mike Talbot and the MEP Utah have been instrumental in helping Maximum Machine become ISO 9001:2000 certified. They have helped us incorporate existing processes and procedures into an ISO framework that helped us minimize the paperwork and focus on the key elements of our quality program. Mike Talbot led us step by step through the entire certification process and worked directly with all levels of employees. On top of all that, Mike has been a pleasure to work with and is considered a valued member of our team. Since our certification, we are now able to approach government and other businesses that require ISO certification. This makes us competitive with much larger companies. It is our intent to continue our contact with Mike and MEP Utah in the future. I would not hesitate to recommend them to other companies seeking ISO 9001:2000 certification."

Lawry Sheriff, Quality Assurance Manager